

Protective measures and information about Covid-19 for your stay at the BelArosa Hotel

We are very pleased to welcome you to the BelArosa Hotel.

The current situation with the coronavirus requires a few restrictions and adjustments. Our protection concept ensures that we can all enjoy the wonderful autumn in Arosa and return to everyday life strengthened.

We have decided, for everyone's protection, that **all guests over 16 years** staying with us must be in possession of a valid Covid certificate. Thank you very much for your cooperation and understanding!

FAQ - Extension of certificate obligation - valid from September 13th 2021

The certificate documents a Covid 19 vaccination, a disease that has been passed or a negative test result. The use of the certificate reduces the risk of transmission because only people who are not infectious or at low risk of being infectious meet.

- To which areas relevant for hotels will the extension be made?
 - Indoor restaurants, bars and clubs
 - Indoor events (private events such as weddings, seminars,...)
 - Indoor sports areas such as wellness and fitness areas, indoor swimming pools,...

- What applies to outdoor areas?

On terraces and other outdoor areas, there is still no obligation to obtain a certificate.

- Who pays for the costs of the tests to obtain a certificate?

From 1st of October 2021, people who get tested to obtain a certificate will have to pay for the test themselves. The possibility to get vaccinated free of charge will still exist.

We kindly ask you, dear guests, to show us your Covid certificate and a valid ID directly at your personal check-in. We reserve the right to check these as well.

General

- We consistently follow the instructions of the BAG "This is how we protect ourselves". Regular hand washing, renouncing body contact and sneezing in a handkerchief or the crook of your arm are a matter of course.
- The mandatory certificate means that masks are no longer required at BelArosa. However, if you feel more comfortable with the mask, please continue to wear it.
- We also ask you to wash / disinfect your hands regularly. Disinfectants are available for you at various locations.
- A distance of 1.5 meters is always maintained in all public hotel areas among guests and employees.
- Crowds must be avoided. In the restaurant, at the bar and in the wellness area, we ensure that there is enough space. We count on our guests that these distance rules are observed.
- The elevator may only be used by guests traveling together.
- The cleaning intensity has been increased in all hotel areas.
- The daily turn down service in the evening is not due to the current situation offered. If you still want this, please let us know.
- The room cards are disinfected before they are handed over to the guest.
- At the front desk, plexiglass panels facilitate communication between guests and employees.

Mask requirement

- Please note that it is compulsory to wear a mouth and nose protection in all public transport, in mountain railways and cable cars as well as in all publicly accessible indoor areas such as shopping centers, shops, churches, train stations. In catering establishments such as bars and restaurants, a valid certificate is mandatory and therefore the mask requirement does not apply. However, if you feel more comfortable wearing a mask, it is up to you to continue wearing it.

Breakfast

- The open buffet station in the breakfast restaurant is adjusted during this time. There is personal cutlery on the breakfast tables. We ask you not to go to the breakfast buffet until the group of guests returns to the table in front of you. If you wish, we will be happy to serve you breakfast at your table.

Wellness

- Cosmetic treatments and massages can be booked. Our Wellness employees work based on the "protection concept for companies with personal services with physical contact under Covid-19".
- The bath and sauna area is open to our hotel guests without limitation. However, we ask our guests to continue to take care of each other.
- External guests are currently not allowed in our adventure pool or the Sauna area so that there is enough space for our hotel guests.

Arosa Bergbahnen (mountain railways)

In all mountain railways (gondola lifts, aerial tramways, chairlifts), in all rooms of the mountain railways as well there is an obligation to wear a face covering for persons over 12 years of age.

You can find more information about the Arosa Bergbahnen protection concept [here](#).

Cancellation policy

Our cancellation conditions also apply during times of the coronavirus.
Because - everything has its rules.

*Please note that cancellations must be communicated in writing by email or letter.
Cancellations by telephone are not possible.*

For direct bookings (phone, email or via our website)

up to 15 days prior to arrival	free of charge
up to 8 days prior to arrival	50% of the booked arrangement
less than 8 days prior to arrival, late arrival & early departure	100% of the booked arrangement

For group bookings of 5 rooms or more as well as bookings over Christmas / New Year and during the high season in February, the following cancellation conditions apply:

up to 30 days prior to arrival	free of charge
up to 15 days prior to arrival	50% of the booked arrangement
less than 15 days prior to arrival, late arrival & early departure	100% of the booked arrangement

For all online booking platforms

up to 30 days prior to arrival	free of charge
less than 30 days prior to arrival, late arrival & early departure	100% of the booked arrangement

Arrangements that can be resold for at least the same price will not be billed. For external services that we organize for our guests, we have to charge 100% compensation from the booking confirmation (e.g. humor festival tickets).

We recommend to have a **travel cancellation insurance** when booking a stay. This may assume the cancellation costs.

Arosa, 9th of September 2021 / This protection concept is continuously updated in the event of new requirements at federal or cantonal level.